

We are dealing with anti social behaviour, nuisance and harassment so that residents have a safe environment to live in. HASBET is our Housing Anti Social Behaviour and Enforcement Team. The team supports victims and takes action against people who cause problems for their neighbours.

Anti social behaviour includes threatening behaviour, complaints from your neighbours, loud music and untidy gardens. If you are worried about anti social behaviour, please contact the team for advice. We may be able to help you.

What happens if you complain about anti social behaviour? Your local Community Housing Office will look at your problem first. If the case is serious, your local Community Housing Office will then pass the case onto HASBET.

We will begin investigating your case based on how serious the anti social behaviour is. This will be either the next working day, within five days or within ten working days.

We will contact you regularly to let you know how we are dealing with your complaint. We will keep your case confidential and we will work with other agencies to deal with anti social behaviour.

We also have a victim support officer to support victims. The support officer supports people while anti social behaviour is being investigated and after the investigation is completed.

If you do not want to give evidence in court, we will try to use evidence from other people, such as housing officers and street wardens. If you decide to be a witness in court, we will support you before, during and after the trial.

So how do you report anti social behaviour? Go to any of our Community Housing Offices, or any of Newcastle City Council's customer service centres, and you can phone HASBET direct during office hours.